

# Improving Nurse Satisfaction in the Operating Room through Team Building Activities

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Culture of Excellence



## INTRODUCTION

### Background

- Nurse work satisfaction has been attributed to a positive patient care quality and patient's perception of their care (Kvist, et. al., 2014; Nurmeckela, et.al., 2021).
- Team building activities has been an essential strategy to promote job satisfaction among nurses. One way is through gathering together in a setting away from physical work environment, where nurse can be more relaxed, have the opportunity to get to know their peers better and work together in a fun competitive way (Brix, et.al., 2011; Kalisch, et.al., 2010; Moore, et.al., 2016).
- Between April/May 2024, the hospital conducted a Registered Nurse (RN) excellence survey in each unit which measures RN work satisfaction. The survey was one of the determinants for Magnet designation application, which the facility is currently embarking on. The Main Operating Room (MOR) garnered low scores in the survey, particularly in the area of "interprofessional relationship".
- During assessment, staff reported that work satisfaction has been affected mostly by decreased teamwork and feeling of disconnection among peers. Team building activities have shown to improve collaboration, communication among nurses which were measures of interprofessional relationship (Brix et. al., 2016; Kalisch, et.al., 2010; Moore, et al., 2016).

### Purpose

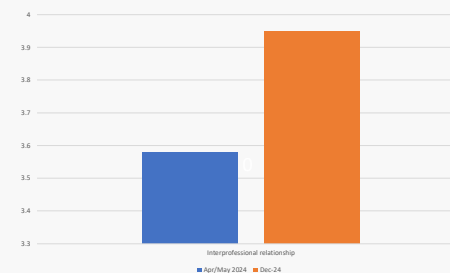
The purpose of this project was to promote staff collaboration, communication and teamwork and improve Interprofessional relationship score among RNs through incorporating teambuilding activities.

## METHODS

- Assessment of April/May 2024 RN survey results was done through reporting and open discussion among MOR staff during daily morning huddles for 2-week period.
- Qualitative data were gathered revealing themes of "lack of teamwork" and "disconnect among peers." Social events for the Periop department have included the following: "Fall picnic in the Park," Holiday pot-luck at work, and Holiday event outside the campus. Team building activities were embedded in these events. These included competitive group games, "getting to know" ice breakers, personal message from Leadership.
- The barrier from the initiatives were lack of physical participation among targeted RN staff due to the season when the events were held
- To address this barrier, the MOR staff who participated in the events were asked to share their favorite experience/learnings during the social events they attended. This was done during daily huddles the next working day after each event and were done with in two weeks. The sharing highlighted the theme of connection and gratefulness among others
- The outcome of the initiatives were measured through the RN excellence survey conducted in December 2024 particularly the score on the area of interprofessional relationship

## RESULTS or CONCLUSION

Assessment of the survey result was done between June 2024 and planning of activities occurred between July to September 2024. Team building events occurred in October, November and December 2024. During the activities, qualitative data were noted through verbal comments from staff with the themes of appreciating their colleagues better after getting to know their story, and the act of compassion, connection and gratefulness among each other have also surfaced during these activities. The result of December 2024 RN Excellence survey showed significant improvement in the score of Interprofessional Relationship area, 3.95 compared to that of April/May 2024 result of 3.58.



## IMPLICATIONS FOR PRACTICE

- Assessment through open discussion of the RN survey result was a critical point in being able to determine an intervention that would assist in significant improvement of scores. Having staff, who participated in the events, shared their positive experiences from the events they attended, during MOR huddles, assisted in promoting team connection.
- The team-building activities fostered collaboration, appreciation of peers, improve teamwork in the unit, thus accounting for improvement in RN work satisfaction.
- The intervention could also account for the improvement on other areas measured in the RN excellence survey such as "adequacy of staffing," from 3.21 in April/May 2024 to 3.39 in December 2024, which can be due to the perception of shift being covered by staff who were willing to work extra shifts to help with staffing needs rooted from peer appreciation.
- Another area that showed improvement was the "leadership access & responsiveness," which scored 3.75 in April/May 2024 to 4.04 in December 2024. This could be attributed to the staff witnessing the tangent support that the Periop leadership team displayed during the events and the entire intervention process.

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